

# WIOA CUSTOMER FLOW COMMITTEE MEETING

Conference Call

May 26, 2015

## ATTENDANCE

Susan Bass	Laurie Holden	<input checked="" type="checkbox"/> Jo Anne Materkowski
XX Adrienne Bennett	<input checked="" type="checkbox"/> Charles Hunt, <i>facilitator</i>	Sara Muempfer
<input checked="" type="checkbox"/> Charles Blake, <i>note taker</i>	Andre James	Ronald Owens
Shemel Bowden	Roslyn Jones	Constance Parker
Denise Carey	<input checked="" type="checkbox"/> Sharon Klots	Erin Roth
<input checked="" type="checkbox"/> Molly Dugan	XX Craig Lewis	<input checked="" type="checkbox"/> LeRoy Thomas
Andree Duval	Sheila Little	<input checked="" type="checkbox"/> Lynda Weber
L Farrow	XXBarbara Martin	Wesley Wilson
Edith Harrison	Leo Martinelli	

## DISCUSSION POINTS

1. Need for knowledgeable staff
2. Develop **effective ways to communicate and better serve our customers**
3. Desire state of the art equipment  
**Q1:** Are we talking about equipment geared toward job seekers or toward the partner agencies?  
**Q2:** Is there discussion about aligning the MWE with the program requirements of all of the AJC's partner agencies?
4. Discussion of various **program titles and how separate (reporting) systems would affect state and federal reporting**
  - a. *Lynda Weber* discusses possible **changes to the MWE** to accommodate the various partner programs
  - b. *Jo Anne Materkowski* from DORS discusses changes that took place because of a special grant they received in the early 2000s
  - c. *Jo Anne Materkowski* discusses the workshops, etc., that were presented to bring the various partner agencies together [**staff training**]
  - d. *Craig Lewis* talks about **triggers for program participation** for Title 1 and Title 2 partners
  - e. *Charles Hunt* gives the example of how the Frederick local office functions  
**Q:** How do we strategically align services to serve our customers without unnecessarily triggering program participation [registration that impacts performance]
  - f. *Molly Dugan* suggests that **every customer** should be able to **find a specialist** to meet his/her needs almost immediately
  - g. *Sharon Klots* of Baltimore County emphasizes the **importance of having human interaction** during every part of the AJC process, **especially during intake**

5. Use of **kiosks**
  - Q1:** Should kiosks be used mainly for the point of entry or to include information about the center's process and services [i.e., service menu vs. self-service provider]?
  - a. *Charles Hunt* discusses the intake process at Frederick's front desk
  - b. Craig Lewis suggests that this may free up some staff resources
  - Q2:** Does every office use paper intake forms?
  - c. *Charles Blake* discusses how kiosks may be used for customer intake (not program registration)
  - d. *Charles Hunt* talks about a lean customer intake process that includes a core set of questions, as opposed to using the specialized set of forms that the various partner programs use, e.g., pre-applications [possible **Common Intake** process]
  - e. Craig Lewis described intake for Baltimore City offices, where the number of forms customers completed was pared down from 20 to 8
  - f. there is more discussion about **common intake**
6. *Charles Hunt* discusses **communication among partner agencies**
7. *Charles Blake* talks about **service delivery to Unemployment Insurance claimants**
8. **Q:** What about **service delivery to those with limited English proficiency**
9. Next Meeting – June 11, 2015 at Howard County Library  
9421 Frederick Rd Ellicott City, MD 21042

Organization: State of MD  
Contact Name: Charles Hunt  
Branch: Miller  
Room: Ellicott  
Meeting Date: Thursday, June 11, 2015  
Start Time: 12:30 PM  
End Time: 2:30 PM